

# STRATEGIC OBJECTIVES

Fall 2022 Updates

## Laboratory



TOGETHER  
*we stay*  
STRONG

The success of our organization is a direct result of our dedicated, compassionate and caring people. We strive to provide the best quality healthcare services to our patients and their families always.



## WRH VISION

Outstanding Care - No Exceptions!

## WRH MISSION STATEMENT

Provide quality person-centred health care services to our community.

### WRH VALUES

We respectfully acknowledge that the Windsor Regional Hospital occupies the traditional, ancestral and contemporary lands of the Niswi Ishkodewan Anishinaabeg: The Three Fires Confederacy (Ojibwe, Odawa, and Potawatomi). We acknowledge the land and the surrounding waters for sustaining us and we are committed to protecting and restoring these lands and waters from environmental degradation.

### W E V A L U E

C	A	R	E
<b>COMPASSION</b>	<b>ACCOUNTABILITY</b>	<b>RESPECT</b>	<b>EXCELLENCE</b>
We show understanding and humility in our care for patients and for each other. We listen to our patients, their families, and caregivers throughout their health care journey. In every interaction with people in our care we have an opportunity to show empathy and kindness.	We are transparent about the care we provide to those we serve. We honour our commitments. Taking responsibility for our actions is essential to us.	We treat others with dignity and build trust as the cornerstone of care. We collaborate with patients, families and caregivers and uphold confidentiality in all we do. We respect their autonomy to make informed care decisions. We honour diversity and inclusivity.	We embody a culture of quality and safe person-centred care. We embrace change and innovation, with a focus on evidence-based best practice. We foster dynamic partnerships by encouraging research, learning and knowledge sharing.



COMPASSION is our  
PASSION



## STRATEGIC DIRECTION #1:

Strengthen the processes that drive a culture of patient safety and quality care.



- i) Integrate standardized best practices to achieve quality care and outcomes.
- ii) Lead in the development and performance of patient safety initiatives and measures.
- iii) Lead in the development of strategies that support timely, sustainable, and appropriate access to care.

## STRATEGIC DIRECTION #2:

Uphold the principles of accountability and transparency.



- i) Utilize and share the results from the performance indicators to achieve excellence.
- ii) Cultivate, sustain, and lead a “Just Culture” across the organization.
- iii) Strengthen systems that clearly identify, support, and measure accountability throughout the organization.

## STRATEGIC DIRECTION #3:

Maintain a responsive and sustainable corporate financial strategy.



- i) Provide quality care in the most cost efficient way while maximizing revenue opportunities.
- ii) Provide ongoing education to the organization & community about how the hospital is funded by the Ministry of Health through its funding formulas.
- iii) Engage the organization to identify and implement best practices within financial realities.
- iv) Identify and efficiently support and sustain core services.
- v) Develop and implement a long-term strategy for funding capital spending needs.

## STRATEGIC DIRECTION #4:

Create a dynamic workplace culture that establishes WRH as an employer of choice.



- i) Foster a respectful, safe, inclusive and collaborative work environment across the care team.
- ii) Build capacity to enhance a sustainable workforce with a focus on talent acquisition, retention, and succession planning.
- iii) Develop strategies to optimize attendance, support and nurture a healthy and engaged workforce.

## STRATEGIC DIRECTION #5:

Redefine our collaboration with external partners to build a better healthcare ecosystem.



- i) Collaborate with local, regional, and provincial partners to deliver an innovative, seamless system of care.
- ii) Develop opportunities for education and evidence-based research to build an academic healthcare system that attracts and retains professionals from all disciplines.

## STRATEGIC DIRECTION #6:

Continue the pursuit of new state-of-the-art acute care facilities.



- i) Design the facilities to meet or exceed the standards related to healthcare facility planning, engineering, and design.
- ii) Ensure the design incorporates leading edge practices, technologies and equipment.
- iii) Design the facilities to support excellence and innovation in healthcare research and education.
- iv) Ensure effective & meaningful participation of staff, professional staff, volunteers, patients, academic partners and the community.
- v) Maximize use of current facilities to provide the best possible patient care.
- vi) Work with the WRH Foundation to ensure that a plan is in place to raise the funds required for state of the art equipment/technologies.

# Laboratory | Strategic Objectives



STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE <i>What are you trying to do?</i>	MEASURE/INDICATOR DESCRIPTION	OUTCOME TARGETS FOR 2022 / 2023	STATUS	COMMENTS
Maintain a responsive and sustainable corporate financial strategy.	Identify and efficiently support and sustain core services.	Implement new Roche chemistry platform to reduce Chemistry consumable costs	Reduction in Other Supplies cost for Clinical Chemistry	Reduce annual expense by \$50,000	In Progress	Roche equipment implemented Feb 2022. Evaluation of potential savings underway
Strengthen the processes that drive a culture of patient safety and quality care.	Lead in the development of strategies that support timely, sustainable, and appropriate access to care.	Introduce STAT intraoperative Parathyroid Hormone (PTH) testing at the Met Campus to assist in the management of adenomas during surgery for Endocrinology	STAT Parathyroid Hormone Turnaround Time	90% of STAT intraoperative PTH tests reported within 25 minutes upon receipt in Lab	In Progress	Roche equipment recently implemented and time is needed to stabilize operations.
Strengthen the processes that drive a culture of patient safety and quality care.	Lead in the development of strategies that support timely, sustainable, and appropriate access to care.	Improve patient safety through increased compliance with patient armband scanning and specimen label scanning during specimen collection	Patient and Specimen Positive Patient ID (PPID) Compliance	10% improvement in PPID compliance	In Progress	This initiative is also part of a Using Labs Wisely project.
Create a dynamic workplace culture that establishes WRH as an employer of choice.	Develop strategies to optimize attendance, support and nurture a healthy and engaged workforce.	Redevelop staff competency assessment to provide consistent and appropriate support for Lab staff	# of staff competency assessments performed	100% assessments completed	In Progress	Departments have been developing competency tools and refining the assessments to ensure appropriate assessment of skills. Assessment will occur in Q4

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Continue the pursuit of new state-of-the-art acute care facilities.	Ensure the design incorporates leading edge practices, technologies and equipment.	Improve throughput opportunities in the lab by leveraging automated systems in the Core Lab	Improve STAT turnaround times for Core Lab tests	95% of STAT Core Lab tests reported within 60 minutes upon receipt in Lab	In Progress	Development of TAT reports for review recently completed
Continue the pursuit of new state-of-the-art acute care facilities.	Maximize use of current facilities to provide the best possible patient care.	Work with OH Digital Services and TSSO to interface Lab results with the provincial Ontario Laboratory Information System to make WRH Lab results more accessible	Number of interfaced test results	COVID-19 results by 2022-23, all results by 2023-24	In Progress	Work ongoing with TSSO and OH Digital Services to develop interface. No results are interfaced at this time.
Strengthen the processes that drive a culture of patient safety and quality care.	Integrate standardized best practices to achieve quality care and outcomes.	Implement high sensitivity troponin testing at all sites. High sensitivity troponin will allow the ED and Cardiac teams to modify the current practices for a quicker rule in/out of Acute Coronary Syndromes	High sensitivity troponin available	Available by Mar 31, 2022	Completed	
Redefine our collaboration with external partners to build a better healthcare ecosystem.	Collaborate with local, regional, and provincial partners to deliver an innovative, seamless system of care.	Integrate WRH members of WECLIS team into the Regional Lab Support Model for Cerner	# of hospitals supported	One integrated team to provide Regional Laboratory Cerner support	In Progress	